

# Jackson Walker L.L.P.

Ceridian Helps Law Firm Maintain Service Excellence with HR/Payroll

**Headquarters:** Dallas, Texas

**Employees:** 650

**Industry:** Law

**Market:** Multinational

## Company Background

Jackson Walker L.L.P. has 100 years of experience providing legal counsel to clients in Texas, throughout the United States and internationally. With more than 300 attorneys spread throughout offices in six Texas cities, Jackson Walker represents a wide range of Fortune 500 companies, multinational corporations, publicly traded and privately held businesses. Jackson Walker, with its comprehensive expertise and global reach, assists its clients with everything from aviation law to corporate litigation to securities regulation and much more.

## The Challenge

With affiliates throughout the country and world, Jackson Walker is a law firm on the move. As part of its international presence, Jackson Walker has sought out and established relationships with law partners who reflect the firm's business standards, creativity and service excellence. When dealing with the firm's payroll and related HR activities, the law office knew it needed to partner with a company that reflected the same strong service record and reputation. The firm also wanted to provide its 650 employees with the best payroll and HR service support in the industry.

## The Solution



After a detailed review process, Jackson Walker decided Ceridian most closely reflected its own service support standards. For the last several years, Ceridian has been helping the firm process its payroll and manage its HR resources. "I consider Ceridian to be professional and reliable," explains Ana Davis, Jackson Walker's payroll manager. "I know I'll receive my payroll when I'm supposed to receive it. ... I know that as long as I enter everything correctly, it's going to come out the way I want it." Jackson Walker has come to rely on Ceridian to provide one of the best products in the industry with a level of service support excellence comparable to its own.

"When I'm recommending Ceridian to someone else, I explain the customer service is really good, and the product itself is superior to anything else I've seen. Whether I email or call, I know I'll get an answer very quickly."


"I have always had a good relationship with Ceridian customer support. If someone realizes that he or she doesn't know the answer, the question immediately goes to [the next] level. And my regular Ceridian core person usually communicates with me directly. ... We have a good relationship and understand each other. She knows my issues and what needs to get done."

Ana Davis,  
Payroll Manager, Jackson Walker L.L.P.



Why Ceridian?  
Because you get what you want.

-  Proven Integrated Solutions
-  Enviably Service
-  Save Time and Money

-  Compliant and Global
-  Safe and Reliable Solutions
-  Expertise and Insight

